

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 15-37

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) ONLY – All agencies
(*This position requires a Secret Level Security Clearance*)

POSITION: Visa Assistant

OPENING DATE: April 20, 2015

CLOSING DATE: May 4, 2015

WORK HOURS: Full-time; 40 hours/week

SALARY: EFM*: Position Grade: FP-07, Estimated Starting Salary: \$40,665
(*All FP position grades are subject to determination by HR in Washington DC*)

ALL APPLICANTS MUST BE U.S. CITIZEN ELIGIBLE FAMILY MEMBERS (USEFMs) TO BE ELIGIBLE FOR CONSIDERATION. DEFINITION OF USEFM IS PROVIDED LATER IN THIS ANNOUNCEMENT.

The U.S. Embassy Amman is seeking an individual for the position of Visa Assistant in the Consular Section.

BASIC FUNCTION OF POSITION

Position is in the Consular Section and reports to the American officer with responsibility for the correspondence portfolio. The primary function is to serve as the Correspondence Coordinator for the Non-Immigrant Visa and Immigrant Visa Units. Responsible for drafting outgoing correspondence and tracing incoming correspondence, as well as taking incoming phone calls from customers. Additional responsibilities include administrative tasks throughout the section as required.

QUALIFICATIONS REQUIRED

Note: Items 1-5 are ALL REQUIRED. All applicants must address each selection criterion detailed with specific and comprehensive information supporting each item.

1. **Education:** College or university studies (Liberal Arts, general Studies, Social and Behavioral Sciences, Business Field, Engineering Field, the Arts, Sciences and other related fields) is required.
2. **Experience:** At least two years of prior administrative, governmental, paraprofessional or consular services is required.
3. **Language:** Level 4 (fluent) English, reading and speaking is required. English proficiency will be tested.
4. **Knowledge:** Basic knowledge of USG policy and procedure regarding visa and citizen services operations as well as basic knowledge of the US Government structure is

required. Basic knowledge of Jordanian law with respect to family law, civil documentation and travel requirements is required. Knowledge of principles and processes for providing customer and personal services is required.

5. **Abilities & Skills:** Strong oral communications skills and ability to communicate effectively with colleagues and managers is required. High level of customer service is required. Proficient drafting skills to prepare written documents using grammatically correct English is required. Proficiency in Microsoft Office suite and running office equipment is required. A keen aptitude to work independently, with impeccable integrity, strong initiative, and good judgment is required.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Only U.S. citizen EFM*s as defined by 3 FAM 8200 of U.S. Government employees assigned to post under Chief of Mission authority are eligible for consideration.
2. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
3. Current employees serving a probationary period are not eligible to apply.
4. Currently employed U.S. Citizen EFM*s who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NOR*s hired under a Personal Services Agreement are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. EFM* candidates must have at least nine months remaining at post from the closing date or they will not be considered.
7. EFM*s not yet at post must be within 90 days of their arrival in order to be considered.
8. The candidate must be able to obtain and hold a Secret Level security clearance.

TO APPLY

Interested applicants must submit their application and all supporting materials to AmmanEmployment@State.gov or it will not be considered. Please note **"VA 15-37, Visa Assistant"** in the subject line of the e-mail.

All application packages must include:

1. Submit the Application for U.S. Federal Employment [DS-174](#).
2. A current resume or curriculum vitae.
3. Any other documentation (e.g. certificates, awards, copies of degrees earned) that addresses the required qualifications for this position. (**Education certificates must be included or the application will not be considered**).
4. Driver's license copy if applying for a position that requires driving a vehicle.
5. EFM, USEFM, and AEFM* applicants must clearly indicate their status in the text or subject line of their application.
6. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. For more information on Veteran's Preference go to <http://www.opm.gov/veterans/>.
7. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location). Any omission in this area, either intentional or unintentional, is cause for dismissal.

***DEFINITIONS**

1. **Eligible Family Member (EFM):** For employment purposes, an EFM is a spouse, domestic partner (DP- as defined in 3 FAM 1610), or unmarried child at least 18 years of age of a US direct-hire FS, CS, or uniformed service member who is:

- Listed on the travel orders or approved OF-126 of a direct-hire FS, CS, or uniformed service member assigned to the Mission under COM authority; and,
- Residing at the sponsoring employee's post of assignment abroad.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual who meets the following criteria:

- US citizen; and
- The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee, who is an unmarried child 18 to 20 years old; and
- Listed on the travel orders or approved Form OF-126 of the sponsoring employee, (i.e., a direct-hire FS, CS, or uniformed service member who is permanently assigned to or stationed abroad at a US mission, and is under COM authority) and either:
 - a) Resides at the sponsoring employee's post of assignment abroad; or
 - b) Resides at an involuntary separate maintenance allowance (ISMA) location (the individual will not be listed on the sponsoring officer's travel orders, but will have a processed Form SF-1190 authorizing ISMA).

Other family members or dependents on direct-hire FS, CS, or uniformed service member's travel orders who do not meet all of these criteria are not USEFMs or AEFMs for employment purposes.

3. **Appointment Eligible Family Member (AEFM):** To be eligible for a Family Member Appointment or a TEMP appointment, an AEFM is:

- US citizen; and
- The spouse or a domestic partner (as defined 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is an unmarried child 18-20 years old; and
- Listed on the travel orders or approved Form OF-126 of the sponsoring employee, (i.e., a direct-hire FS, CS, or uniformed service member who is permanently assigned to or stationed abroad at a US Mission who is under COM authority); and
- Residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a USG retirement annuity or pension from a career in the Foreign Service or Civil Service. US citizen military annuitant EFM's are FMA eligible.

Other family members or dependents on direct-hire FS, CS, or uniformed service member's travel orders or approved Form OF-126 who do not meet all of the criteria are not AEFMs or US citizen EFM's for employment purposes.

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: May 04, 2015

An Equal Opportunity Employer

The U.S. Mission in Jordan provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.